

## “Accountability and Quality Management in Humanitarian Actions: Bangladesh Perspectives”



CHS Support Group Bangladesh

Dhaka, 11 Feb 2016



## 1. Acknowledgement

CHS support group Bangladesh organized this seminar on February 11, 2016 at BRAC Inn in Dhaka after translating Core Humanitarian Standard (CHS) in to Bangla within an inclusive and participatory process. CHS support Group is an informal group representing different humanitarian agencies, academia, sector expert individuals and others. The representations are from Action Aid, BDRCS, BRAC, CARE, Caritas, Christian Aid, COAST, Concern Worldwide, Dan Church Aid, Disaster Forum, DSK, IFRC, Islamic Relief, Muslim Aid, NIRAPAD, OXFAM, Plan International, Practical Action, Save the Children, Sphere Community Bangladesh (SCB), Tear Fund, United Nations Bangladesh, International Organization for Migration, World Vision, and Aminul Kawser Dipu & Shasanka Sadi as independent experts. They have contributed in CHS translation, financial support to meet printing cost and especially the Bangladesh UN country coordinator office that have sponsored this seminar.

We are acknowledging the guest speakers, the panelists, the participants of the seminar. Especial thanks to Judith Green Wood, ED of CHS Alliance for participating the seminar from

a long distance. The guest speakers are as follows;

- (i) Mr. Dharendra Debnath Shambhu, Chairman, Parliamentary Standing Committee on Ministry of Disaster Management and Relief (MoDMR); **Chief Guest**
- (ii) Md. Zakir Hossain Akanda, Additional Secretary Ministry of Disaster Management and Relief (MoDMR) **Key Speaker.**
- (iii) BMM Mozharul Huq, NDC, Secretary General, Bangladesh Red Crescent Society
- (iv) Judith Greenwood, Executive Director, CHS Alliance, Geneva; Guest of Honor.

Mr. Rezaul Karim Chowdhury, Executive Director, COAST Trust moderated the whole sessions.

In the whole process of translating CHS and the launching seminar had been facilitated by COAST Trust.

## 2. CHS Understanding and recommendation summary from the seminar

- 2.1 Two years ago by CHS one thing change 'question from should we be accountable to how can we be accountable'

- 2.2** CHS is not only standard; it does not the standard of standards that replaces everything.
- 2.3** CHS is context specific. So the standard itself can be improved in any context. But the people using this should set affected people in the centre to contextualize or review the standard.
- 3.** When it comes to the time to look at vision of CHS, it will again be open up for global consultation and fine tuning.
- 3.1** In Bangladesh CHS translation process is an inclusive and transparent process, representative of 26 organizations showed their personal commitment and organizational pro-activeness.
- 3.2** We wish to promote CHS more and hope especially our field level staffs will be benefited with this translated CHS book.
- 3.3** Bangladesh Red Cross and Red Crescent Society are reinforcing their commitment to include CHS part to their volunteer recruitment and training.
- 3.4** When UN agencies are working together with government they try as much as possible to follow all standards.
- 3.5** When someone will be prepared to accept accountability, only than more probability of leadership will be in his/her.
- 3.6** Accountability is not only to them from whom we are taking fund but our accountability is also to them for whom we are working for.
- 3.7** Today there are talking about HCTT. How they are selecting who will represent the NGOs over there. That has no answer.
- 3.8** In climate fund investment Bangladesh government has 80% of the total investment. 20% is coming from the development partners. The humanitarian accountability that we are talking about is it

only going to cover of this 20%? So that we have to look at CHS.

- 3.9** This CHS book has to be reach in the grass root level, especially to the local level Government Disaster management committee and the local government body. So that they can understand what will be their roles and responsibilities, working approaches etc.
- 3.10** Government will try their best to comply CHS during all humanitarian actions. So that we have to call Disaster and Humanitarian related government officials to accommodate CHS to their works.
- 4. Speaker, Panelist and Participant speech;**

**4.1 Judith Green Wood, Executive Director, CHS Alliance; “Background, development process and uniqueness of CHS”**



1994 Rwanda genocide was the start of having standard charter talking about accountability in humanitarian sector and

Development sector. “Downwards” accountability became a concern after the response to the Rwanda genocide, pushing for a more professional response. We have People in Aid, Sphere Minimum standard- Core Standard, HAP and UN commitments to accountability. Two years ago one thing change ‘question from should we be accountable to how can we be accountable’. And this is very important.

Early 90s to 2012 standard charts increased. 2010 with flood in Pakistan, earthquake in Haiti there were so many standards where as early 90s there were no standard. There was request

from the sector to consolidate a little bit. Because we want to be accountable and ensure that our projects are good quality and we are serving the population. But there are too many standards.

Joint Standard Initiatives (JSI) 2012-2013 by HAP, Sphere and People in Aid consulted with 2000 people in 114 countries. Core Humanitarian Standard (CHS) is a first standard that we have had been a result of truly global consultation. In June 2013 Geneva Standard Forum: agreement to work towards a common standard and that is the CHS. This Standard is expected to be completely and capsized and importantly build upon improving the existing. So don't throughout that have been done before. CHS is not only standard; it does not the standard of standards that replaces everything. Now there is always need for technical standard and with the different sector specific thing. How can the CHS looking to how organization is performing; it putting community and disaster affected people in the center. So we are looking accountability to the people that we are here to serve.

This standard is verifiable. We can measure progress and how we are actually doing with the standard. This can independently or by organization. So we can measure that we are doing against the CHS.

CHS is context specific. So the standard itself can be improved in any context. But the people using this should set affected people in the centre to contextualize or review the standard. So it can be used in Syria and can be used in Bangladesh also.

Is it new? No it is not new. Because it is built on in on the work has been done before. So it was built in on HAP, People in Aid and Sphere core

standard, code of conduct of IFRC movement, the International Agencies Standing Committee (IASC) of their commitment to affected population, the OECD that criterion for evaluation and development in humanitarian assistance and Good Humanitarian Donor.

We look at the, who manages it, it owned by the sector. So it is not the CHS Alliance has ownership of the standard. We are the membership organization and our members prolong the standard and applying the standard but the ownership is the sector. CHS Alliance management is with Sphere and group URD is a French based organization. They do a lot in humanitarian and development work and done a lot of works in standard.

When it comes to the time to look at vision of CHS, it will again be open up for global consultation and fine tuning.

The standard was launched at December 2014 in Copenhagen and it based on multi stakeholders consultation.

The organizations in Bangladesh mentioned logos here. It is truly inspiration, amassing and encouraging seeing how you have all come together and owning it (CHS). I feel it is important to keep mentioning that this is not the only standard and forget everything else. There are other standards that are important which I mentioned specifically that is Sphere technical standard.

However CHS have a common language. One thing in CHS I truly say seven fundamental principles using everybody can relate, it will be difficult in context but what you talk about basically the same. The principle of change; International Humanitarian law, International Disaster Response Law & Guideline, IFRC code

of conduct, it's a common language that we cannot relate. That for me the CHS of its all of us that we really want to sift were community and people affected by crisis really are at the center, that our accountability to them.

**4.2 Aminul Kawser Dipu, Independent Expert; Background and Process on CHS Bangla translation;**



For last one year we the translation team was engaged in translation process. During 2013 we;

different organizations participated in CHS development process. Followed by our continuous effort 26 organizations whose logos are here were directly participated in Bangla translation of CHS including me and Shasanka Sadi as Independent Experts. We did this with a view to build understanding among us and to make CHS easy for others. The process followed by an inclusive and democratic manner. A three member small team prepared the first draft and took others opinion through meeting and web based consultation. Finally a team reviewed the whole document minutely; word by word.

Among the organizations we are HAP members, members of People in Aid and members of Sphere community Bangladesh. We didn't consult the draft translation in Dhaka but made field test among front line staffs in different regions; staffs working in remotest part of Cox'sbazar, Bhola and Kurigram region.

In February 2015 we met first time and after that we met four times formally and many time informally to complete the translation. On behalf of us COAST Trust facilitated the process

including communication with CHS Alliance, providing venue and other logistics, documentation and liaison with all participants.

When we started we assumed it would be easy but it wasn't easy. The small team consisted with Hasina Akter Mita, NIRAPAD , AM Nasir Uddin, Action Aid and Shawkat Ali Tutul, COAST Trust had meet many informal meeting events to decide translation of each word. Not only that the review team comprised with Kazi Shahidur Rahman, UN OCHA , Gawher Nayeem Wahra, Disaster Forum, Rezaul Karim Chowdhury, COAST Trust, Aminul Kawser Dipu, Impendent Expert had to meet to review word to word. Including field test there about 60 people from 18 organizations contributed to finalize the translation.

For hard copy print version 26 organizations purchased 4000 copies to meet the printing cost. And this launching event is sponsored by UN Bangladesh Country Office.

We learnt a lot by this process; it is an inclusive and transparent process, representative of 26 organizations showed their personal commitment, some representatives changed their organization but included her/his new organizations in the group, and this not a translation process it's a mobilization for promoting CHS among Academia, UN agencies and Government. We wish to promote CHS more and hope especially our field level staffs will be benefited with this translated CHS book.

**4.3 Adith Shah Durjoy, IFRC; "Chittagong Hill Tract (CHT) and Rohingya / Refugee Issue".**



We all know that in Bangladesh CHT located in the south-eastern part

and consist of three hill district namely Rangamati, Khagrachori and Bandarban. CHT region have 12 ethnic groups as per CHT accord. Which combines of a distinctive language, traditions and culture?

Most importantly this region is geographically distinct from the plain and made up very strips craggy hilly torrent and in many places dense bamboo forest and all this things made up this region very challenging. On top of these many political issues associated with the conflict situation has seriously emptied by economic development of this region since last 20 years. If we consider the demographic pressure of ethnic tension and distance activity of the traditional slash and agriculture pattern of the hilly region and also repeated disaster has result on alarming food insecurity in this remotest part. A study shows at least around 77% of the households is identified, leave in poor borderline food consumption practice. Some other research findings show that the food insecurity of that part in terms of health, nutrition and population services the CHT delivered mixed facilities combining the government and nongovernment services. But the main challenges the types, size and number of services are not comfortable with the geographical and other challenges of that particular area. That result a number of health problems especially the Acute Respiratory Infection(ARI). And also if we consider the mother mortality rate higher in that region comparison to the national average. If we see the education sector the challenges that drop out is high in that particular region.

On top of that if we consider last five years there were lots of disasters i.e. flash flood, land sliding which triggered big scale disasters response for the international and national

humanitarian agencies and also the government. Though government of development partners is trying their best but the context and geopolitical context still there are a lot to do for this region.

Apart from the other hand the CHT region we have the Cox'sbazar district where Bangladesh is hosting the most impacted refugee arising in the world. It is commonly name as Rohingya. This is ethnic, religious linguistic minority subjective case of exclusion and discrimination from the home country Myanmar. And the flau of this population has burgeoning in last 30 years. As per the UN study it's indentified as the most persecuted minority in the world. There are support from the IFRC and RC movement and the local NGOs and international NGOs for basic life savings but still undocumented Rohingya community in this particular area still alarming, that we need to consider.

**4.4 S M AHMED, Director Youth and Volunteer Division, BDRCS ; "Volunteerism and Accountability".**



Briefly I will say may be our RCRC is the world biggest Humanitarian organization. We have 19 million volunteers in the world. In Bangladesh we have 8 hundred thousand volunteers including our school collage and district volunteer, our CPP volunteers, and our community volunteers.

So basically the Red Crescent in Bangladesh is completely 99.9% voluntary based organization. Regarding the accountability we have options for our volunteer each before recruitment they must have to sign the accord of disaster relief.

So this is the very basic thing for them. And we are providing them training especially basic humanitarian education and code of conduct and Sphere standard. Now we are committing actually including CHS part to our volunteer recruitment and training.

We have many other organizations that are deploying volunteer. There is lacking of harmonize in Bangladesh. Now it is good time to harmonize the entire volunteer. BDRCS has experienced volunteer's recruitment and deployment country wide. We can provide necessary support to harmonize in Bangladesh any other organization or national level volunteer management and quality and accountability.

#### 4.5 Dilruba Haider, UN Women; "Donor's Accountability".



To whom we are saying donor; we have multilateral donors, Banks and UN and also INGOs also considered as donor. As a result accountability of donors is not so straight forward. Though good humanitarian donor that developed in 2003, this has standard. But is this applicable to all in same way? That is one issue. For example accountability of a bilateral donor to its host government and accountability of an INGO to its host country government is not seems to same. INGO accountability towards people; like as center of CHS have been shown. Right this way bilateral donors' accountability towards people not so strong and is not sure. There is having debate in this issue, question on this. So to understand of donor accountability has to perceive this way; how about

accountability of bilateral donor, UN and multi donor and INGOs.

In broader line we have Paris declaration, Aid effectiveness which we have standard about accountability; i.e. value for money, about avoiding duplication, working together, and coordinated effort. These are being tried but not all time get success. That means whether we are adhering to those standards in all time. I doubt, think so we have opportunities to work on these. And coordinated effort that we say especially in Bangladesh there are we so many platform so many network for coordination. For example when we go for working in the field we see except few networks, most of the networks not doing in coordinated way. To avoid duplication work in coordinated fashion is more result oriented. We have to go to poorest of the poor, most remote place. We don't know how much we succeed. But we are trying, we have to go long way.

There are other accountability issues to donor especially accountability is expected to bilateral donor and UN. We are influencing the government to work better to address all the standards. When we work in Bangladesh UN works very closely with government. Here the word "push" is not the right word. When we are working together with government we try as much as possible to follow the standard. May be all time we do not succeed that is expected from us.

One thing I want to say about gender equality. Donors are all time very kin on it. May be government do not be able to follow this or not do this all time. But donors are giving technical support to this issue.

**4.6 Hasina Inam, Dun Church Aid (DCA);**  
*“Inclusion and accountability”*



We have fallen in front of so many challenges and we overcome those as well. The CHS has been translated into Bangla that is excellent. Especially

for who are working in the field and for we, there is nothing understandable rather mother tongue.

What we mean by inclusion is no one left out. What so ever the religion, the gender, the professional background in no way any person left out from our works. This book will help us to understand this.

Accountability is not only to them from whom we are taking fund but our accountability is also to them for whom we are working for. Most importantly we are accountable to ourselves. In this book accountability and inclusion have been described in three commitments among the total nine. Where it said that disaster affected people and the community will get appropriate, need based and timely assistance from us. But there comes contextual background issue. I feel by humanitarian works the affected population will not negatively affect. We are saying always about “do not harm”. This has been focused here. The affected population will more prepared, more resilient and their risk will be reduced. I feel when we will get training on CHS we will understand this more elaborately.

The 3<sup>rd</sup> point I want to say that CHS has focused on the rights and entitlement of disaster affected population. They have the rights to know their rights. In CHS one issue also has been described is access to information regarding rights and entitlements of disaster affected population. So that they may able to take decision about the matter suppose to affect them. That means participation in decision making also has been focused in CHS.

We who are working for disaster affected population or having long term development work, if we include CHS in our management we can get better result in future.

**4.7 Dulon Gomes, Sifting the Power Project,**  
**Christian Aid;**  
*“Participants”*



When we talk about accountability, as organization when we go for response

work, at that period we want to fulfill the need of the community. But we have a dependency in this work. If we see through Bangladesh perspective we see our dependency for timely funding so that as an implementing organization some time not able to be accountable to affected community during response. So why not there have such mechanism that ensure accountability for the donor agencies. Donor should have ways to speedup funding so that they money goes to the community in time. Some time it was observed that money had reached to affected community but not in right time. So the affectivity of the money not achieved. Who we are working with CHS we can minimize the gap.



**4.8 BMM Mozharul Huq, ndc, Secretary  
General, Bangladesh Red Crescent Society;  
“Guest Speaker”**



Core Humanitarian Standard on Quality and Accountability (CHS) is the result of Joint Standard

Initiatives (JSI) HAP. People in Aid and Sphere project joint forces to bring greater adherence for user of global standard. CHS is very important tools for improving the quality and effectiveness of humanitarian assistant for facilitating of greater accountability of people and community affected by crisis. It confirms the humanitarian principles are at the core of humanitarian works. In line with CHS commitment Red Cross and Red Crescent movement reinforced it effort to enhance quality humanitarian services to ensure community participation, information sharing, creating an environment of transparency. With RCRC movement being the guardian of code of conduct for relief provided from obligation to promote the global standard in the country population. This is also concise the Bangladesh Red Crescent Society’s priority under preparedness for response component.

Since long Bangladesh is experiencing the use of Sphere standards through its humanitarian response initiatives. While designing relief packages the standard take in to consideration and accountability is ensured through feedback channel.

Our National disaster team members and regional response team members are fully

requited with the commitments of Core Humanitarian Standard. From my long experiences with the disaster management, I can mention the level of coordination that has set in the country is unique and have improved a lot in recent years. The Standing Orders of Disaster provide for a very good coordination mechanism from national to grass root levels.

Cluster humanitarian coordination task team in Bangladesh is institutionalized and the contribution and they made great contribution before and after the disaster. BDRCS is designing its humanitarian response in line with HCTT and other cluster approaches in Bangladesh. There for like every other organization we are happy to support, promote and the use of CHS in our humanitarian works.

**4.9 Kazi Shahidur Rahman, UNRC; “Challenges  
of Humanitarian Accountability in  
Bangladesh”**



One of the big challenges in Bangladesh that how we promoting accountability in Bangladesh. Who is account of and who will perform that duly for all these

things in the humanitarian work? One of challenges is that we are seeing in Bangladesh there is a not much more humanitarian crisis. What we are calling their life savings issue is not much. But we are seeing that here chronic crisis where the people every year have lost their income and assets. They have lost their capacity because of chronic crisis is here. So that how will we address those things? Because we are not finding that global structure and financial

mechanism are not getting the network here. Government is strong to providing humanitarian assistance in Bangladesh. Government is providing huge materials and resources. One of the big challenges that how government is promoting dignity and safety of the people. So that we are saying that the humanitarian issues in the poverty lance. That is not bad, that is good. But some time we are seeing poverty lance, we are mixing up everything development and humanitarian issues. Than the accountability is little bit tricky when we are talking about those everything mixing up with one boxes. Other challenges we are the humanitarian organization whether it is UN or International and National NGOs, we sometimes take the responsibility but we are not saying that it is not the responsibility of the government. But we are working on those things. But sometimes we are not clarifying our position.

Other big challenge is that within the national NGOs we working in Bangladesh basically they have multi mandate organization. One big challenge here is that how the multi mandate organization is focusing on different issues including the humanitarian issues.

When we are talking about coordination, accountability, we are talking about upward accountability. We are giving you money to work. And horizontal accountability that other organizations are here. Downward accountability, we are talking about the community who we want to work. The Humanitarian organizations in Bangladesh are very individualistic. My project, my money, my staffs all things are being 'my' not 'we' that we are talking about.

That is the problem with local NGOs. When local NGOs network is less weak and the

network people said network as a resource mobilization. So this is very dangerous in Bangladesh. We are saying that organization is not accountable to the community.

I have lots of experiences that organization promoting the accountability much more than the other global part of the world different places. When we are talking about honesty, personal honesty, how the person behave. Or and other thing when we are talking about honesty to the organization we are talking about the financial system of the organization. Like as in accountability when we are talking about the accountability of the organization we are talking about we are accountable to organization. That is built on the informal mechanism and procedure that is less in Bangladesh.

Working with HAP and other organizations to promote accountability we are talking about people concern, people rights and people dignity. So that we need to be local actors more transparent and more engaging with each other not individualistic mentality rather coordinated approach, more network approach. So that we can put something more visible, be ensuring this is not new but we can do it differently. New ways of work we need to develop that.

**4.10 Md. Mostak Hussain. Save The Children, ; “Leadership and Accountability”**



We all usually want to be a leader. Leadership and accountability have a close relation like as one side and the other of a coin.

When I will be prepared to accept

accountability, only than more probability of leadership will be in me. This is also aligning with responsibility. I will only be accountable it will depend on whether I duly release my responsibility upon me. That is seemly with my bad performance as well as good performance.

In 2009 an ALNAP study showed that there is gap somehow somewhere in humanitarian leadership. At that time they were searching the gap and worked with 500 aid workers and found that there are gaps in 6 basic humanitarian skills for humanitarian effective leadership. Among those the important findings was that are risk taking and decision making skill. That was explained in the ways that having available information how swift I can take decision. And explained risk in the way that If a leader is delayed to take decision or take risk than the issues of effective humanitarian response not work. Accountability is the key issues among all.

If I negotiate with any hostile group and succeed to reach to remotest or inaccessible areas, I will take the risk to negotiate.

In 90s aid workers used to spend their 90% time in field and 10% time s/he spent in headquarter or for reporting. Gradually we are now in a condition that leaders could not even spend 50% of her/his time in field. They need more than 50% time for proposal writing and or report writing. That means for monitoring of accountability in placed in the field a leader cannot spend adequate time. We have made our system in this way that this is a hurdle for quick response.

So we were thinking for an alternative accountability framework, which will help leaders to manage all accountability issues in a nice way. Leadership issues has pointed in this

CHS book, there have also talking about appropriateness, timeliness, participation, capacity building of local actors, information sharing all are here in this book. I am not saying that this standard has replaced all other standards. For example this standard has not replaced all Sphere standards. This standard will help us for at least how we can perform our works accordingly. When we write our proposal we are taking gender marker, we are taking resilience marker, if besides we could take marker of accountability than to ensure accountability issue might have more opportunity. As leaders have few scope to go to field for the bureaucratic system so s/he can't mange monitoring of filed level accountability. So being a leader we need to expend more time in field.

**4.11 G. Nayeem Wahra , BRAC; “Child Protection/CWC gap”**



When we talk about children we should believe children are most vulnerable and they have any voice on

anywhere. We don't have time for them. If we say about this summarized book (CHS); I will say this book as summarized book. This is a gist thing. Wonderful thing is that this is a living document. There have scopes to work on it. This book is totally child blind. Children are not addressed in this book. But you can keep them anywhere any time, there has options. This living document has said that there will develop a guiding note. We have some responsibilities as well that we can feedback to this

organization who are now doing this, what is not there and what can be added there.

When we are doing in field the knowledge we are getting or any other issues we can feedback to the organization to accommodate those things. We have that responsibility. So we have to be more proactive.

You have already known to the history of this book. In here a good number of documents have been compromised. For compromising there have many things that left. Like in our house children left out first same as here.

And other one thing has been left out here is dignity. Why are our friends NGOs are workout this process? Is there any reason or just for ego? We expect that they will put some light on it.

People are talking about accountability, people are talking about transparency. Thus UN system has any accountability any transparency in Bangladesh. You cannot go to court whatever they can do or they are doing this thing. Keeping this in mind how they can expect that all the organizations working here became transparent. They have no accountability. Have they circulated any evaluation report to public in Bangla.

Today there are talking about HCTT. How they are selecting who will represent the NGOs over there. That has no answer. You all have to show your accountability. Why there is double standard?

We all criticize our government. When government circulates any tender they indicate that the amount of projected budget for the work. Now you can come with lowest price. When our international NGOs call for consultancy they will never say the projected

budget. They will come to you and say your proposal is very good but it is hard in terms of money. How much amount is needed they will never say? Because if they do so the under table negotiation will not be possible. We are asking for transparency, are we transparent?

National NGOs working in Bangladesh they are always undermined by them. They say you are have multitasks and multidimensional so you cannot work at the time of humanitarian response. But National NGOs are doing this all time. They can really act as quick as needed. So there is no way that they can be undermined.

Other thing is that the NGOs getting fund from the PKSF money they are instructed to keep 1% of their income for humanitarian response. This is good thing, so the local organizations have these capacities to act any kind any time. But there is a micro credit authority, they said this money is microfinance money you cannot do it as humanitarian response work. And nobody is reacting this. Nobody is really considering this. How National agencies can redacted in terms of humanitarian response. How they will take care of this. Nobody is going to write on this. PKSF is saying you can stop to expense. We have told you verbally this is enough, are you not relying our verbal permission? So it's a stand steal situation. How these NGOs will work. So we have to think in this area. How we can make best use of the money? How we can response quickly? How we can keep most marginalized people especially the children in our mind? Because they are the 47% of our total population, don't forget it and these 47% should be taken care of by the adult, who are taking decision. But we are not ensuring their participation. We are not ensuring their capacity building. And we are not really keeping them in our agenda. So children should be in

our agenda. Be very open and let's try to work together in a way that we are transparent and we have also our own accountability.

**4.12 Shakeb Nabi, Christian Aid;**  
*"Community Engagement in Humanitarian Assistance"*



We wear a multiple head sharing a consortium which called as *Dishary* which work for resilience. We

have our project shifting the power project which abjectly talking about how we engaged the local actors. And how do we create space for local actors in the humanitarian space. Bangladesh has diverse humanitarian actors. When we are talking about humanitarian we have to set SDGs in our mind. "Leaving nobody left behind" we should inspired on that. When we say this phrase, we are talking about to work with most vulnerable and marginalized community.

When we say most vulnerable and most marginalized is the most abusing word in the sector. Without getting deeper into it, without we understand those, we talk a lot about it.

We should giving focus to girl child, we should be focus on children under disability, we should be focus on *Dalit* women, we should be focus on women under disability. So we have to look at multiple, marginalized process. That is important.

In terms of involving the community in the whole process we are at a stage. We are trying to strengthen the system and process in Bangladesh. So we have real participation of the

community. This is not only the matter of tokenism. We have to move from tokenism to real participation.

We are working with a project by UNDP that is ODR; owner driven reconstruction. We are trying to ensure that the community is the center of designing of the house, repair also. So we are doing a lot of experimentation around that.

And if I look at CHS I see three critical components in it, there HAP, People in Aid and Sphere. The most important thing among these three components is People in Aid. We should try to women humanitarian workers, women development workers, so that we can have better humanitarian response.

We say about the larger humanitarian architecture in Bangladesh; the HCTT, DRR forum. How do we see the involvement of community and local NGOs. I don't want to differentiate local NGOs and the community. Local NGOs are who. Community people are who. They are directly working with the community. So we should try to make space for local organization and local community, when we are talking about HCTT, the various clusters in Bangladesh, we are talking about DRR platform. I feel there has to be positive discrimination in the sector now; to encourage people from the most vulnerable community.

**4.13 Md. Zakir Hossain Akanda, Additional Secretary Ministry of Disaster Management and Relief (MoDMR); “Key Speaker.”**



It is known to all that all disaster responses or humanitarian assistance needed the responsibility goes to government.

And all you here support these government activities to implement in the field within appropriate manner. So that Bangladesh achieved the role model in disaster response. And I hope these activities will be more strengthen.

I want to give thanks to you who have developed this book the Humanitarian Core Standard into Bangla version. Because in most of the cases when similar types of books published cannot achieve its target. As these are published in English so the target people don't get profit from those.

I am requesting you to reach this book in the grass root level, especially to the local level comities; UDMC, WDMC, of the government. Than they can understand what will be their roles and responsibilities, working approaches. If we fail to disseminate this book, than this books will take place in the bookshelf like others.

I want to draw your attention in one other issue. Whenever we go to any workshop or like this event we hear that in maximum time people negatively criticize government. We know the government has many limitations. At all time the community people come first as the first responder during any crisis. Government

cannot reach so fast. In this line those who undermined government on the other hand they actually undermined themselves. Government is no longer left behind. We are grateful to having support from National, International and from community level during all government's disaster responses up-to-date.

You know that government allocation in this sector is increasing day by day. And the interaction between NGOs and government now has reached in a developed level.

This book is a guideline is a global standard. There have no magical scope to reach up to the of the standard by one day by the government and not by the NGOs. We will need time. Gradually we will achieve the standard and ensure the rights of the people; especially those are most vulnerable and marginalized.

**4.14 Khurshid Alam, UNDP; “Humanitarian Overview of Bangladesh; priority and challenge.”**



We all have worked hard in Bangladesh; the government of Bangladesh the UN agencies, the local and international NGOs, private sector and on top

humanity to make Bangladesh much more safer place.

You look at the 70s when disaster forces were much stronger than of development forces. The recovery would take much longer time you see today. But after fifty years what we see today that development forces are much stronger than of development forces. It is completely

reversed. And whether that trend that stronger development would continue within the context of work, many of you said. The climate change and predicted earthquake that we could foresee. It is the matter of question that we need to look at within the humanitarian discussions.

We need to ensure as a humanitarian community that the development should continue as stronger forces as there is no discontinuation. Even there is a discontinuation by disaster forces we can come back very quickly. But doing is not very easy. Than we are in to a different context as well disaster not is taking place in the context at poverty and only in a context in rural area. We are in a very different context today and I call it new normal. What is new normal? No1 is Aid context has been changed. The government of Bangladesh is the major suppliers of humanitarian aid. In climate fund investment government have 80% of the total investment. 20% is coming from the development partners. Government is remaining the major force.

The humanitarian accountability that we are talking about is it only going to cover of this 20%? Or how do we also work with government representative. This is why we also look at this CHS. I think CHS is about programmatic accountability. Here there are most important government representatives you are dealing with political accountability which is much bigger than programmatic accountability. How parliamentary over sight work, how audit department work and take account, how this tool be used of you? The government resources that you are investing also helping community to hold up accountable.

Another point of new normal is the private sector. We need to look at two angles one is of

course they have social responsibility. And they are the driver of economy 80% of the economy. Private sector also affected by disaster. That means we need to discuss about resilience no longer just rural economy. It is a threat to our overall economy. So we have to bring this private sector so that they have a business continue. Otherwise you would be affected, job will be cut people will be affected, your economy, import-export supply chain all will be affected. How do we make sure that we have a comprehensive approach and we go beyond the tradition sector, which was affected by disaster in 70s?

My third point is information. I think it is 50% of the affected people have accessed to face book, internet, and telephone. How do we make use that information edge in terms of delivering our obligation to accountability?

I have two suggestions for the group. 1. We need to build capacity but we need to make sure that the accountability is not an add-on business. It is part of our programming. 2. We have to change our mind setup. We thing we are raising money, we gave money that we should have control, and others are recipients. We changed power dynamics in our mind setup. Then I say this will remain as a instrument.

**4.15 Dharendra Debnath Shambhu,**  
Chairman, Parliamentary Standing  
Committee on Ministry of Disaster  
Management and Relief(MoDMR); “*Chief  
Guest*”



Before I go to my formal speech I want to clarify one issue related to law on disaster. One BRAC colleague has given negative impression on the indemnity of government officials in the disaster law. I want to say this not correct. If a Justice make mistake willingly s/he has to face the panel court.

I am happy to know that in the background of this CHS book there are HAP, People in Aid and Sphere who are very renown in the global humanitarian sector. Al most of the international humanitarian agencies are attached with these three agencies and the standard.

Documented by:

Shawkat Ali Tutul, COAST Trust.

I am also happy to know that you have inclusively done this CHS translation. You all have contributed financial support to publish this booklet and today’s seminar has been sponsored by the UN country representative office. I want to thank you all for your united efforts.

I am feeling honored that you have invited me and other government representatives in this seminar.

Government always leads the humanitarian works in the country and this seen all over the world. We hope to continue this effort in future. And will try our best. We shall try to accommodate this standard of CHS in government humanitarian activities. I will call our respective government officials on this. The Bangladeshi model of disaster response now is following by many countries in the world. In future disaster intensity will increase due to climate change effect. We have already took measures for earthquake.

We will try to integrate CHS as the same way we will give emphasis on the discussion and critic that have been uphold today’s seminar.